



Doing Business with Department of Social Services, Human Resources Administration, and the Department of Homeless Services

Updated May 2023

About the Department of Social Services



- DSS provides temporary assistance to individuals and families with social service and economic needs.
- DSS is comprised of the Human Resources Administration (HRA) and the Department of Homeless Services (DHS). Through integrated management, client services can be provided more seamlessly and effectively.
- Within DSS, the Office of Contracts - led by our Agency Chief Contracting Officer (ACCO) Vincent Pullo - oversees the procurement efforts of all internal divisions of HRA and DHS.

About the Human Resources Administration

- Founded in 1966, HRA provides temporary assistance to NYC's most vulnerable residents – seniors, survivors of domestic violence, immigrants and people living with HIV/AIDS.
- With an annual budget of over \$12 billion, we provide a range of services to over 3 million children and adults.
- HRA is dedicated to alleviating poverty and income inequality through the implementation of initiatives such as the Supplemental Nutrition Assistance Program (SNAP), Child Support Services, Adult Protective Services, Emergency Rental Assistance, Career Services, and Cash Assistance.
- To support agency goals, HRA procures a wide range of goods and non-client services.



Child Support Services

Help kids get support from both parents. Apply for services. Sign up for job training.



Food Assistance

Learn how to get help buying healthy foods for your family.



HIV/AIDS Services

Helping people living with HIV/AIDS to live independent, healthy lives.

To learn more about HRA Programs, visit:
<https://www1.nyc.gov/site/hra/help/i-need-help.page>

About the Department of Homeless Services

- DHS is one of the largest organizations of its kind committed to addressing homelessness in New York City. With an annual operating budget of \$2 billion, DHS employs a variety of innovative strategies to help families and individuals successfully exit shelters and return to self-sufficiency as quickly as possible.
- DHS collaborates with other public agencies and nonprofit partners to prevent homelessness and assist New Yorkers transitioning from shelters to permanent housing.
- To support agency goals, DHS procures shelter services, street solutions, as well as all other ancillary services (such as food and security) either directly or through subcontracts to provide coordinated, compassionate, high-quality services and support.



Permanency

We help New Yorkers to return quickly to their communities and to permanent housing.



HOME-STAT Street Outreach

HOME-STAT teams work 24-7 in all 5 boroughs to engage street homeless New Yorkers to come indoors.



Homelessness Prevention Administration

Assisting New Yorkers in need to maintain stable, affordable housing in their communities.

To learn more about DHS Programs, visit:
<https://www1.nyc.gov/site/dhs/index.page>

Human Service Contract Funding Requirements

- Many Human Service agencies, like ours, receive a combination of City, State, and Federal funding.
- Our funding includes requirements impacting how we can procure and what diversity goals, if any, may apply. For instance, some of our funding may come with goals that can only be met by New York State certification. Consider cross-certifying to make the most of your M/WBE status across a range of contracts and Prime vendor pools.
- We are limited in our ability to utilize the M/WBE Non-Competitive Small Purchase Method on federally funded contracts. We can only use the Method on solicitations up to \$250K.

DSS/HRA/DHS – What We Buy

Breakdown of Professional Services Solicitations from FY18 to Present

Professional Administrative Temporary Personnel (Employment Services / Staffing) RFP	Legal Services Housing, Citizenship program, Immigration etc.	On-Call Architectural & Engineering Design Services at Shelters, Citywide	Advertising Services	Audit and Consulting Services
Transportation Services	Human Services and Social Worker Training Services (HASA)			

DSS/HRA/DHS – What We Buy

Goods and Services

Micro purchase	Small Purchase	M/WBE Non-Competitive Small Purchase Method	Large Procurements
<ul style="list-style-type: none"> • Mailroom equipment • Print-shop equipment • Software licenses • Hardware • Vehicle/Fleet supplies • Storehouse needs (for repairs and construction) • IT supplies and peripherals • Non-catalog office supplies 	<ul style="list-style-type: none"> • Software licenses • IT hardware • Elevator repair and maintenance services • IT consultant services • Snow removal services • Fire/burglar alarm monitoring and maintenance • Training services • Appliances 	<ul style="list-style-type: none"> • Residential Heavy-Duty Cleaning Services • Community Engagement Strategy consulting and training • Interpretation services • Computer Hardware • Consulting Services • Project Management • Clothing and Equipment 	<ul style="list-style-type: none"> • IT Cloud services • Process Server services • Mailing services • Moving and Storage services • Access control • In-person interpretation services • HVAC maintenance and repair

DSS/HRA/DHS – What We Buy

M/WBE Non-Competitive Small Purchase Method Contracting Trends

Breakdown of M/WBE Non-Competitive Small Purchase Method Spending FY18 to FY23.

Advertising \$233K	Appliances \$85K	Associations \$65K	Bedding \$1M	Building Construction \$25K
Carpet Cleaning \$248K	Clothing \$250K	Consulting and Professional Services \$1.4M	IT Hardware, Software, Telecom and Support Services \$4.2M	Cooling Tower Controls \$100K
Courier \$100K	Duffle and Tote Bags \$81K	Guard and Security Services \$150K	Personal Protective Gear \$144K	Housing Services \$500K
Instructors \$100K	Interpreters \$300K	Janitorial Services \$1.1M	Operating/Examining Apparel \$199K	Plexiglass \$89K
Professional Journal Subscriptions \$199K	Research and Evaluation \$150K	Sanitizing and Disinfecting Supplies \$94K	Snow and Ice Removal \$300K	Souvenirs \$51K
Tapes and Tape Cartridges \$56K	Thermometers \$76K	Transportation Services \$148K	Video Production \$116K	Welding \$143K

IT Contract Requirements – NYS/OGS and Federal GSA Contracts

Most of our IT Procurements are solicited through NYS/OGS and Federal GSA Contracts.

	<h3>NYS/OGS</h3> <ul style="list-style-type: none">▪ Vendors should seek a New York State Office of General Services (NYS/OGS) Contract. The below link will provide guidance about getting a NYS/OGS Contract.• http://www.ogs.ny.gov/MWBE/
	<h3>GSA</h3> <ul style="list-style-type: none">▪ Vendors should seek a Federal General Services Administration (GSA) contract under the Multiple Award Services (MAS) Schedule and Cooperative Purchasing. The below link will provide guidance about getting a GSA Contract.• https://www.gsa.gov/buying-selling/purchasing-programs/gsa-schedule/selling-to-the-government

DSS/HRA/DHS – How We Buy

Specific Codes and Keywords We Look For via PASSPort and the Online Certification Directory

375 - FOODS: BAKERY PRODUCTS (FRESH)
380 - FOODS: DAIRY PRODUCTS (FRESH)
385 - FOODS, FROZEN
390 - FOODS: PERISHABLE
393 - FOODS: STAPLE GROCERY AND
GROCER'S MISCELLANEOUS ITEMS
95243 - FOOD BANKS/DELIVERY,
DELIVERED/PREPARED MEAL

90568 - SECURITY SCREENING SERVICES,
PERSONNEL
91890 - SECURITY/SAFETY CONSULTING
99046 - GUARD AND SECURITY SERVICES
99067 - PATROL SERVICES
99080 - SURVEILLANCE SERVICES

91880 –PERSONNEL / EMPLOYMENT
CONSULTING
96269 - PERSONNEL SERVICES,
TEMPORARY

90962 - MAINTENANCE AND REPAIR,
RESIDENTIAL BUILDINGS (INCL.
SINGLE)
91006 - CARPENTRY MAINTENANCE
AND REPAIR SERVICES
91054 - PAINTING, MAINTENANCE
AND REPAIR SERVICES (INCLUDING
CAULKING)
91060 - PLUMBING MAINTENANCE
AND REPAIR (INCLUDES PRESSURE
TAPPING)

95405 - LAUNDRY AND LINEN SERVICE
95420 - DRY CLEANING SERVICE
91039 - JANITORIAL/CUSTODIAL SERVICES

95227 - COURT ASSISTANCE
95262 - LEGAL SERVICES TO CLIENTS
96141 - LEGAL SERVICES, ATTORNEYS
Yes
96142 - LEGAL SERVICES INCLUDING
DEPOSITIONS AND EXPERT WITNESS
TEST

91013 - ELEVATOR INSTALLATION,
MAINTENANCE AND REPAIR

95211 - CASE MANAGEMENT

95242 - FINANCIAL MANAGEMENT FOR
CLIENTS
95201 - ADVOCACY FOR FINANCIAL,
HOUSING, LEGAL, SOCIAL SERVICES
94648 - FINANCIAL ADVISOR
94649 - FINANCIAL SERVICES

91059 - PEST CONTROL (INCL. TERMITE
INSPECTION AND CONTROL)
98872 - PEST CONTROL (OTHER THAN
BUILDINGS) (INCLUDES SPRAYING OF
TREES)

99042 - FIRE AND SAFETY
SERVICES

For IT Consulting opportunities,
please register under Code 351
in PASSPort.

Resources to Help You Access Contract Opportunities with Us

The Department of Social Services, Human Resources Administration, and Department of Homeless Services are committed to working with M/WBEs to serve New Yorkers across the City with care and compassion. Please visit our M/WBE Resource Page to learn more about how to partner in providing billions of dollars in goods and services to the people of NYC.

<https://www1.nyc.gov/site/hra/business/mwbes.page>



How to Connect

Resources to Help You Access Contract Opportunities with Us

Contact Us

We want to hear from you. General procurement-related questions and inquiries, including requests for debriefs, can be submitted by email to the Office of Contracts at accoprocurements@dss.nyc.gov. If you are attending a debrief meeting with us, please consider using the **Questions to Ask During a Debrief** provided by the Department of Small Business Services' Procurement Technical Assistance Centers.

You may also reach out to the Contracts Staff Contacts listed below with more specific inquiries. Please be sure to copy mwbe@dss.nyc.gov on any outreach or directly for any specific M/WBE-related matters.

Expand All

Collapse All

Click a topic, or press the enter key on a topic, to reveal its answer.

► **DSS Staff Contacts**

► **Contact Our Providers**



How to Connect

Resources to Help You Access Contract Opportunities with Us

- Check our M/WBE Resource Page for a list of Agency Staff Contacts by Procurement Vertical.
- Always copy our Vendor Outreach Profile at mwbe@dss.nyc.gov when reaching out to Agency Staff Contacts.

▼ DSS Staff Contacts

1. Celloy Williams, Senior ACCO – General Procurement Questions
2. Lisa Morris, M/WBE Officer and Director of the Vendor Compliance and Relations Unit, morrisli@dss.nyc.gov – Reach out to Lisa Morris for support with Schedule B Waiver Requests, M/WBE Late Payment or M/WBE Contract Compliance matters, and follow-up on any other M/WBE-specific matters.
3. Huguette Beauport, DACCO (non-human services), beauport@dss.nyc.gov – Questions about the Human Resources Administration or Department of Homeless Services Local law 1 or Local law 63 Plans.
4. Jacques Frazier, Services Planning and Initiation Director (non-human bid planning), frazierjac@dss.nyc.gov – for questions regarding future HRA or DHS construction, professional services (non-IT), or standard services procurements.
5. Andre Fredericks, Acting Director of Bid Administration and Purchasing Units (non-human bids), fredericksa@dss.nyc.gov – Reach out to Andre regarding a current construction or standard services competitive sealed bids, as well as for support scheduling Post-Bid Debriefs.
6. Shafeqa Brothers, IT Procurement and Services Director (information technology), brotherss@dss.nyc.gov – After visiting our **IT Procurements section**, and verifying your eligibility to contract with us, reach out to Shafeqa for more information on connecting to our IT procurement and services' pipeline. You may also reach out to Shafeqa for support in securing a Post-Bid Debrief on an IT services-related procurement.
7. Sarah Haas, Associate Agency Chief Contracting Officer (human services subcontracting), haass@dss.nyc.gov – While most Human Service contracts are not currently subject to the City's M/WBE Participation Goal Program, you can reach out to Sarah Haas for help connecting to subcontracting opportunities with our Human Service Providers.

If you are attending a debrief meeting with us, please consider using the **Questions to Ask During a Debrief** provided by the **Department of Small Business Services' Procurement Technical Assistance Centers**.

Please be sure to copy mwbe@dss.nyc.gov on any outreach or directly for any specific M/WBE-related matters.

How to Connect

Resources to Help You Access Contract Opportunities with our Providers

- A large percentage of our budget goes to our Human Service Contracts.
- Our Human Service Providers are looking for M/WBEs to support their subcontract needs.
- Many of our Providers have named M/WBE Liaisons as primary points of contact for M/WBEs looking to learn more about contracting with them.

▼ Contact Our Providers

Our Human Service Providers want to hear from you. While many of their City contracts are not eligible for the City's M/WBE Participation Goal Program, they are looking for M/WBEs like you to support their contracts with our agency, across the City, and beyond. General procurement-related questions and inquiries should be directed to each organization's M/WBE Liaison. View a list of **M/WBE Liaisons** at some of our mid- and large-sized Human Service Providers.

Please keep us posted on any success stories arising from your connections with these organizations!

Name of Organization	M/WBE Liaison Name (First and Last)	Liaison Job Title	Liaison Email Address	Liaison Phone Number
163rd Street Council	Cassandra G Perry		cgperry@163council.org	917-819-8090
Acadia Network	Edith Turnbull	Director of Procurement	eturnbul@acadianetwork.org	347-649-3805
African American Planning Commission	Tashima Taylor	Chief Operations Officer	tashima.taylor@aapc.org	347-846-8601
BHRAGS Home Care, Corp	Roberto Samedy		rsamedy@bhrags.org	718-345-5940 x 256
Black Veterans for Social Justice Inc	Martin Krongold	COO	mkrongold@bvsj.org	718-852-6004
BRC	Chance Morrison	Chief Equity Officer	cmorrison@brc.org	646-629-7983
Bronx Parent Housing Network, Inc.	Brandon Gooden	Chief of Staff	b.gooden@bphn.org	347-271-8257 ext. 4023
Brooklyn Community Services	Steven Saenz	APPurchasing Manager	ssaenz@wearebcs.org	917-648-4975
Brooklyn Neighborhood Improvement Association, INC	Tivania Chery	ADMINISTRATIVE ASSISTANT	BNIA1482@YAHOO.COM	718-773-4116
CAMBA INC	Luz Rivera	PROGRAM DIRECTOR	LIZR@CAMBA.ORG	718-287-2600
Center for Urban Community Services	Abbey Nyamekye	Chief Administrative Officer	abbeyn@cuscs.org	212 803-2719
CFH	Ronald Lawson	Chief Operating Officer	rlawson@cfhny.org	
Children's Rescue Fund	Tahisha Salmon Lue-Hing	VP of Operations	tsalmon@calabnphouse.org	917-504-6542
Community Housing Innovations, Inc.	Vivian Louie	Chief Housing Officer	vlouie@communityhousing.org	914-327-5348
Diaspora	Carine Jocelyn		cjocelyn@diasporacs.org	718-399-0200
Goddard Riverside Community Center	Casie Kimbrough	Associate Vice President of Housing Operations and Facilities Management	ckimbrough@goddardart.org	212-873-6600 ext 1006
Harlem United	Eve Blake	Senior Director of Fiscal Operations	eblake@harlemunited.org	646.853.2664
Help USA	Nikko Davis-Vaughn	Executive Assistant	ndvaughn@helpusa.org	212 400-8205
Henry Street Settlement	Wanda Episcopo	Purchasing Manager	WEpiscopo@HenryStreet.org	212-766-9200 x2213
HomeLife Services, Inc.	Andrew Tesca	Senior Director of Agency Operations & Development	ahesca@homelifeservices.org	718-645-8900
Homeless Services United	Catherine Trapani	Executive Director	ctrapani@hsumited.org	917-748-9741
Homes for the Homeless	John Greenwood	Executive Director	jgreenwood@hfhny.org	212-529-5252
ICL-Institute for Community Living	Jeanine Costley	Senior Vice President	costley@iclnyc.net	646-679-9278

Resources to Help You Access Contract Opportunities with Us

Use the M/WBE Resource Page to link to:

- Review Procurement Plans & Indicators Reports.
- Research Agency M/WBE Utilization history
- Link to PASSPort where you can scan for existing competitive bids and RFPs.
- Learn about what codes we use to solicit M/WBE Non-Competitive Small Purchases Download a searchable list of past solicitations.

Opportunities

All opportunities with our agencies are posted to [PASSPort](#). Don't miss out! Be ready to receive and respond to these opportunities directed specifically to our City-certified M/WBE businesses by [creating an account in PASSPort today](#). Find the simple two-step account creation instructions [here](#).

See below for more information about ways to identify and respond to procurement opportunities with us.

Expand All

Collapse All

Click a topic, or press the enter key on a topic, to reveal its answer.

► City Record Online (CROL)

► Requests for Proposals (RFPs) and Competitive Sealed Bids (CSBs)

► [M/WBE Non-Competitive Small Purchases](#)

► Procurement Plans

► IT Procurements

► Mayor's Office of Contract Services (MOCS)

Resources to Help You Access M/WBE Non-Competitive Small Purchase Opportunities

Opportunities

All opportunities with our agencies are posted to **PASSPort**. Don't miss out! Be ready to receive and respond to these opportunities directed specifically to our City-certified M/WBE businesses by **creating an account in PASSPort today**. [Download the simple two-step account creation instructions](#).

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► City Record Online (CROL)

► Requests for Proposals (RFPs) and Competitive Sealed Bids (CSBs)

▼ M/WBE Non-Competitive Small Purchases

Download a list of the procurements we have awarded through the **M/WBE Non-Competitive Small Purchase Method**. To receive more information about these and future procurements, please **Contact Us**. Please be sure that your Online Directory Vendor Profile coding accurately reflects the goods and/or services you would like to provide. Those codes enable us to send you invitations to respond to M/WBE Non-Competitive Small Purchase Method invitations through PASSPort. Be sure to reach out to the Department of Small Business Services if you need assistance updating your codes.

DSS/HRA/DHS Non-Competitive Small Purchase Method Procurements (Method Code 72) - Inception to 3/1/22			
Hdr-Doc Desc	Hdr-PO CT Start Dt	Hdr-PO CT End Dt	Comm-Commodity Dscr
Extended Warranties for 197 Lexmark Printers SO6472	2/1/2018	1/31/2019	Printers, Laser
REBRANDING AND EXPANSION VIDEO MATERIALS FOR WE ARE NEW YORK	5/7/2018	6/30/2018	Video Production
PURCHASE OF IP PHONES	6/1/2018	5/31/2019	Telecommunication (Internet Protocol) Network Monitoring, Su
Purchase 100 Laptops for 100 Shelters College bound Seniors.	6/15/2018	6/14/2019	Microcomputers, Handheld, Laptop, and Notebook
PURCHASE OF BACKUP TAPES	6/15/2018	6/14/2019	Tapes, Tape Cartridges, Tape Cassettes, Tape Reels, Tape Lab
Purchase of Equipment for DHS Conference Rooms - SO6416	7/1/2018	6/30/2019	COMPUTER HARDWARE AND PERIPHERALS FOR MICROCOMPUTERS
Maintenance and Support Services for BlueCoat Software	7/1/2018	6/30/2019	Software Maintenance/Support
Purchase of Octopus Deploy Software Data Center Edition	8/1/2018	7/31/2019	Purchasing Software
Support for Bomgar Cloud Software 2018-2021	8/1/2018	7/31/2021	Application Software, Microcomputer
Purchase of Lexmark Printers, Accessories & 5 years Service.	8/1/2018	7/31/2023	Printers, Laser
STAFFING FOR POLL SITE INTERPRETATION ON ELECTION DAY	8/20/2018	11/7/2018	Interpreter Services (Foreign Language, Hearing Impaired, et
ON-CALL TRAVEL RESERVATION AND TICKETING SERVICES	9/1/2018	1/31/2019	Transportation Services (Not Otherwise Classified)
Purchase of HPE Servers	9/1/2018	8/31/2021	Servers, Mini/Mainframe Computer (Application, Database, Fil
EMERGENCY MINOR REPAIRS FOR LINC APARTMENTS	10/1/2018	6/30/2019	Building Construction, Residential (Apartments, etc.)
Purchase of Arista Network Equipment and Services - SO6405	10/10/2018	10/9/2019	Network Components: Adapter Cards, Bridges, Connectors, Expa
ENVIRONMENTAL ASSESSMENT STATEMENTS FOR SHELTER PROJECTS	11/1/2018	6/30/2019	Environmental Consulting
ON-CALL TRAVEL RESERVATION AND TICKETING SERVICES	12/1/2018	1/31/2019	Transportation Services (Not Otherwise Classified)
Purchase of HP PC and Accessories for Thrive NYC	12/20/2018	12/19/2021	Microcomputers, Desktop or Tower based

1. Email us at mwbe@dss.nyc.gov or visit our M/WBE Resource Page at <https://www1.nyc.gov/site/hra/business/mwbef.page> for a list of agency procurement staff and Human Service Providers who are eager to meet and help you position for contract opportunities. Be sure to include a copy of your Capability Sheet. Remember to customize your Sheet for your recipients.
2. Monitor our PASSPort page and the City Record for contracts, with or without goals, you can support.
3. Come to pre-bid meetings and/or ask us for a list of bidders. Introduce yourself!
4. Monitor your email for outreach from us, as well as PASSPort invitations, and respond!

How to Connect

Procurement Points of Contact at DSS

Celloy Williams, Senior Deputy
ACCO

General Procurement Questions ▪ Williamsce@dss.nyc.gov

Lisa Neal, Director of Request for
Proposals and Initiatives

Contact Lisa Neal for HRA-related RFPs and Initiative-driven solicitations ▪ neall@dss.nyc.gov

Cinnamon Warner, Director of
RFPs for Homeless Services and
Initiatives

Contact Cinnamon for DHS-related RFPs and Initiative-driven solicitations ▪ warnerc@dss.nyc.gov

Huguette Beauport, DAACO (non-
human services)

Questions about the Human Resources Administration or Department of Homeless Services Local law 1 or Local aw 63 Plans ▪ beauport@dss.nyc.gov

Please include your Capability Statement, updated to reflect your most relevant work with your outreach.

If you are attending a debrief meeting with us, please consider using the Questions to Ask During a Debrief (downloadable here) provided by the [Department of Small Business Services' Procurement Technical Assistance Centers](#).

Please be sure to copy mwbe@dss.nyc.gov on any outreach or directly for any specific M/WBE-related matters.

How to Connect

Procurement Points of Contact at DSS

Shafeqa Brothers, IT Procurement and Services Director (Information Technology)

After visiting our IT Procurements section and verifying your eligibility to contract with us, reach out to Shafeqa Brothers for more information on connecting to our IT procurement and services' pipeline. You may also reach out for support securing a Post-Bid Debrief on an IT services-related procurement.

▪ brotherss@dss.nyc.gov

Jacques Frazier, Services Planning and Initiation Director (non-human bid planning)

For questions regarding future HRA or DHS construction, professional services (non-IT), or standard services procurements.

▪ frazierjac@dss.nyc.gov

Andre Fredericks, Acting Director of Bid Administration and Purchasing Units (non-human bids)

Reach out to Andre Fredericks for information regarding a current construction or standard services competitive sealed bids, as well as for support in scheduling Post-Bid Debriefs.

▪ fredericksa@dss.nyc.gov

Sarah Haas, Associate Agency Chief Contracting Officer (human services subcontracting)

While most Human Service contracts are not currently subject to the City's M/WBE Participation Goal Program, you can reach out to Sarah Haas for help connecting to subcontracting opportunities with our Human Service Providers.

▪ haass@dss.nyc.gov

Please include your Capability Statement, updated to reflect your most relevant work, with your outreach. Please be sure to copy mwbe@dss.nyc.gov on any outreach or directly for any M/WBE-related matters.

How to Connect

How Best to Reach Us

Meeting with Agency M/WBE Officer

- Contact our M/WBE Officer, Lisa Morris, for support with Schedule B Waiver Requests or M/WBE Late Payment, M/WBE Contract Compliance, and follow-up on any other M/WBE-specific matters. morrisli@dss.nyc.gov

1 x 1 Meetings with ACCO or Procurement Officer

- Contact our ACCO
- Vincent Pullo: pullov@dss.nyc.gov

M/WBE-Related Questions

- For support with M/WBE related matters contact the M/WBE Unit by emailing mwbe@dss.nyc.gov



Become Our Success Story!

Reach out to us and let us know about your success!



Please let us know if:

- you win a contract with us or a subcontract with one of our Providers or Prime contractors.
- you have secured contracts with our Providers or Prime contractor on non-City contracts.
- if the number and/or size of your contracts with us has grown over the years.

We can be reached at mwbe@dss.nyc.gov. We look forward to hearing from you!